

Civil Rights Staff ACT-9

Model Work Environment Strategic Plan

MISSION: *The Civil Rights Staff (CRS) advises, represents, and assists the William J. Hughes Technical Center Director on Civil Rights (CR) and Equal Employment Opportunity (EEO) matters that ensures the elimination of discrimination which is unlawful or violates DOT or FAA policies.*



The CRS is committed to creating an environment that supports and encourages the contributions of all employees and is free of inappropriate and unlawful behavior.

VISION

The CRS will facilitate the elimination of discrimination in all forms at the Technical Center. Technical Center services will be provided with equality and fairness to our customers, clients, and stakeholders. As Change Agents, we will ensure quality and fairness in opportunities so that the workforce mirrors the civilian labor workforce in all grades, at all levels, and in all occupational series.

OUR VALUES

- **Integrity:** We will be honest in our interactions with all employees. All matters will be held in the strictest confidence. We will remain loyal to the ideal of EEO and will always support equality and diversity.
- **Timeliness:** We are committed to providing timely services.
- **Customer Satisfaction:** We will do everything in our power to service each customer to the best of our ability. We will solicit and value feedback and the opinion of others.
- **Informative:** We will be knowledgeable and skilled in our various disciplines so that those we service will continue to receive the best possible advice.

- **Personal Contacts:** We will always be courteous and respectful.
- **Risk:** We will always have the courage to do what is right no matter how unpopular the stand.

ORGANIZATIONAL PROFILE

The CRS is responsible for matters dealing with CR, EEO, and Affirmative Action (AA) including:

- Oversight of the Informal EEO discrimination complaint process.
- Facilitation, development, and evaluation of the AA Employment Program Plan.
- Oversight of the Special Emphasis Program.
- Support of the Employee Associations.
- Educate the work force on all aspects of the EEO Program.
- Resolve discrimination complaints promptly and timely and at the lowest possible level.
- Eliminate and prevent discriminatory practices and conditions as defined by EEO laws and regulations.

OUR CUSTOMERS, CLIENTS, AND STAKEHOLDERS

The CRS is willing to listen to everyone's needs. We will balance those needs with our organizational requirements and blend them into a cohesive and fair model work environment plan. A list of our customers, clients, and stakeholders follows:

- Customers Employees and Applicants
Managers and Supervisors
External Organizations



FAA William J. Hughes Technical Center

- Clients Human Resource Management Division, ACT-10
Office of Center Counsel, ACT-7
Assistant Administrator for Civil Rights, ACR-1
ARA Diversity Council
Federal Women's Program
Hispanic Employment Program
People With Disabilities Program
Employee Associations
Departmental Office of Civil Rights
- Stakeholders Congress
Associate Administrator for Research and Acquisition, ARA-1
Director, FAA William J. Hughes Technical Center, ACT-1
FAA William J. Hughes Technical Center's Management Team
Equal Employment Opportunity Commission

GOALS

The following are ways in which we will support the organization in achieving excellence and making our vision a reality:

- Implement the FAA's Model Work Environment Plan.
- Enhance the effectiveness of the Federal Women's Program, the Hispanic Employment Program, and the People With Disabilities Program by providing leadership, guidance, and direction.
- Improve the effectiveness of the EEO counseling process.
- Ensure diverse representation on all Technical Center teams and panels by involving Civil Rights Representatives, which will increase their level of interest and involvement.
- Increase the quality and quantity of contact with Civil Rights Representatives.
- Educate and emphasize the relationship between EEO and high performance.
- Communicate model work environment results, trends, and goals.
- Conduct information sessions with the Human Resource Management (HRM) Division and

the Diversity Program (DP).

- Support and conduct open dialogue sessions on race relations with management, sponsors, HRM, and DP Manager.
- Use videotapes to distribute civil rights information.
- Provide all employees with an overview of the informal EEO complaint process.
- Inform all employees what recurring and core EEO issues we face.
- Provide training that describes the roles and responsibilities regarding EEO and Affirmative Action to improve the application and attitudes.

OUR COMMITMENT TO YOU

We are committed to initiating the following activities:

- Provide training for supervisors and managers: "Civil Rights—Some Practical Answers."
- Technical Center's Affirmative Employment Program Evaluation.
- Active Partnership With ARA Diversity Advocate.
- Monthly round table forum with employee associations, labor organizations, Center Director, DP Manager, and members of the Director's management team.
- Quarterly meetings with the Human Resource Management Staffing Specialists.
- Monthly EEO Status meetings with the Center Director.
- Bi-yearly staff and division briefings on demographics of respective organizations.
- EEO counselor training.
- Monthly meetings with the Special Emphasis Program Managers.
- Monthly meetings with EEO counselors.
- Concurrence on every recruit action.
- Creating an EEO informational video tape.
- Produce and distribute quarterly newsletter.

For more information on the Civil Rights Staff, contact:

Federal Aviation Administration
William J. Hughes Technical Center
Atlantic City International Airport, NJ 08405
Phone: (609) 485-6675
www.tc.faa.gov